

MASS MA 2.11: 915/ Spring ✓

The Quarterly Report

Spring 1995

Information for Massachusetts Employers

D.E.T. STRENGTHENS EFFORTS TO DETECT AND RECOUP OVERPAID DOLLARS



The Massachusetts Department of Employment and Training (D.E.T.) is

taking an aggressive approach toward detecting and recouping dollars overpaid to individuals who are working while collecting unemployment insurance benefits. Over the last year, one agency cross-matching system has been added and another has been updated, allowing D.E.T.'s Benefit Payment Control Unit to quickly investigate discrepancies found between Department of Revenue (DOR) and D.E.T. records.

Report of Hire, the newer of the two systems, allows agency staff to investigate cases that are weeks rather than months old. This detection method originated in October 1993 when DOR implemented legislation requiring employers to report within two weeks all new hires or rehires. Using this up-to-date information, Benefit Payment Control identifies potential overpayments before they grow into dollar figures too large to recoup easily. To date, this cross-reference system has resulted in 14,091 cases

investigated and 5,316 overpayments, totalling \$1,848,251.

Report of Hire augments the regular cross match system, in which D.E.T. compares unemployment insurance files with quarterly wage data reported to DOR by the state's employers. Agency staff has worked over the last year to speed up the detection of discrepancies and investigate overpayments using data from the latest quarter available. By cutting lag time in matching the information, D.E.T. reduced the average overpayment from \$1,300 a year ago to \$940 for the latest cycle completed.

To collect the dollars overpaid by D.E.T., Benefit Payment Control bills the claimant monthly, intercepts his or her tax refund or offsets any future unemployment insurance payments if a claim is refilled. If fraud is detected, the case may be referred to the Attorney General for criminal prosecution.

Other options to strengthen recoupment efforts are currently being discussed, including con-

tracting with an outside collection agency to aggressively pursue the payments. ■

Bill Proposed to Modify Unemployment Insurance

In an effort to bring unemployment insurance costs more in line with other states, Governor William F. Weld recently filed a reform bill that would give employers their first actual rate reduction in 10 years. The measure is projected to cut an estimated \$110 million in unemployment benefits, save employers \$90 million, and add \$20 million to the unemployment Insurance Trust Fund.

With employer contributions averaging \$480 per employee—the second highest in the nation—two components of the bill would:

- ▶ Reduce rates to Schedule "C" in 1996. This action would represent a net savings of \$90 million, relative to current rates, and reduce the average annual cost to \$439 per employee.
- ▶ Decrease rates without compromising the Unemployment Insurance Trust Fund's reserves. The

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EMPLOYER'S PARTICIPATION ENCOURAGED

School-to-Work Update

Over the last three years, the Department of Employment and Training (D.E.T.) has implemented three year-round programs that offer career-focused information to both teachers and students. However, business involvement is imperative to make these efforts successful.

The School-to-Work Opportunities Act of 1994 addresses this need by urging companies to become full partners in the teaching

**School-to-Work Opportunities Act
urges companies to become part-
ners in the teaching of our labor**

of our future labor force. This legislation calls for the creation of local partnerships representing community education, labor and business interests to provide new and exciting learning opportunities for students. These programs are designed as part of a comprehensive system to prepare all students for specific career paths, whether going to college or directly into the working world.

Employers can provide a learning environment for students in the classroom and at the worksite by getting involved in their local community's school-to-work efforts. This participation can range from organizing career talks and company tours to creating paid internship programs. Corporate influence will also shape course curriculum and competency standards, helping develop a pool of high quality workers. Whatever the involvement, the benefits abound. By encouraging the combination of school-based and work-based learning, the state is ensuring that the future labor force will be more in tune with the needs of business.

Currently, the Department of Employment and Training is working with the newly established Office of School-to-Work Transition to help implement this new legislation. D.E.T. staff is also urging local employers who place jobs with the agency to consider taking part in this effort. You can get involved by contacting your local Regional Employment Board. With more than half of their members representing local business, these volunteer boards are charged with developing and implementing school-to-work strategic plans for their individual regions. Please call (617) 626-6480 for the phone number of your local Regional Employment Board. ■

Coming Soon—Employer "Choice" When Listing Jobs

Employers will soon have two options when listing jobs on D.E.T.'s Training and Employment Directory (TED). Businesses listing their available positions will be able to either encourage applicant self-referrals by identifying their company name, job requirements and specifications directly on the system, or use D.E.T. employment professionals to pre-match job seekers with their openings.

By using either method, employers will be able to obtain qualified workers at no cost. Companies can also gain national exposure for their job listings, since TED is linked to the America's Job Bank and the Internet.

To find out more about the benefits of listing jobs with D.E.T., please see the back of this newsletter for contact information. ■

Northampton Staff Help 175 Find Jobs

An article in a Hampshire County newspaper and a diligent D.E.T. employee recently lead to the placement of 175 individuals in Northampton. **Employer Service Representative Ann Deres** tracked down the general manager of Media Play to offer D.E.T. services after reading an article describing the company's interest in the Hadley area mall.

Deres' efforts to help Media Play included creating posters

ECONOMIC HIGHLIGHTS-1st QUARTER-1995

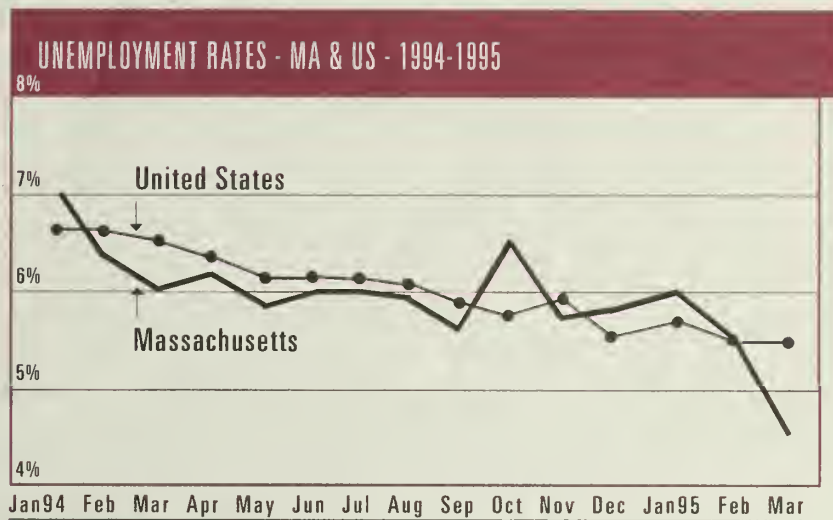
advertising employment, listing job opportunities at local colleges, as well as on the local community access channels, and assisting with the on-site recruitment and three days of employee orientations. ■

Bill Proposal: CONTINUED FROM P.1 ➡

fund will build solid reserves at the same time rates are lowered, with the balance exceeding \$500 million by the end of 1996. Measures affecting benefits include:

- ▶ **Capping the maximum weeks of benefits paid at 26 weeks.** Massachusetts is currently one of only two states that pay 30 weeks of benefits. This measure would save approximately \$50 million annually.
- ▶ **Raising prior work requirement to 20 weeks.** Massachusetts would join 28 other states in requiring claimants to have worked at least 20 weeks the prior year before filing for unemployment insurance. The current Massachusetts work attachment standard is 15 weeks.
- ▶ **Restructuring supplemental payments for dependents.** Rather than pay the current \$25 per dependent—the most generous of 13 states which provide this benefit—this proposal would set benefits for one dependent at 7 percent of the base weekly check and 4 percent for each additional dependent—up to a total of five. This reform would cut costs by an additional \$23 million yearly.

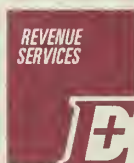
If passed, this proposal will enhance legislative changes passed last December. ■



Based on the Current Population Survey (CPS) — a monthly Federal Bureau of Census survey of approximately 2,300 households — the Massachusetts unemployment rate declined from 6.5 percent in the first quarter of 1994 to 5.3 percent in the first quarter of 1995. This average rate for January through March, 1995 was slightly less than U.S. average of 5.5 percent. Other signs of gradual improvement over the year, based on the survey, included:

- ▶ An increase in the number of employed Massachusetts residents by approximately 70,000 between the first quarter of 1994 and 1995.
- ▶ A sharp drop in the number of individuals permanently or temporarily separated from their jobs.
- ▶ A reduction in the percentage of individuals working part-time for economic reasons. People working part time on a voluntary basis currently make up about 85 percent of all part-time workers.
- ▶ Decreasing unemployment rates in all of the state's labor market areas. In the first two months of 1995, Boston and Worcester maintained the lowest rates among the major labor areas.

TRUST FUND UPDATE: A LOOK AT 1995



YOUR DOLLARS AT WORK

million in the private contributory account and \$39 million in the governmental contributory account.

With the passage of legislation maintaining contribution rates at the "D" schedule, D.E.T. is projected to collect \$1.052 billion from Massachusetts employers and pay \$860 million in unemployment insurance benefits during 1995. At the end of the year, the private contributory account total is forecast at \$331 million, more than double the 1994 year-end balance of \$122 million, as D.E.T. rebuilds the balance for future needs. ■

At the end of February, the Massachusetts Unemployment Insurance Trust Fund balance was \$124 million, totalling \$85

MASSACHUSETTS BENEFIT FINANCING SIMULATION

Private Contributory Trust Fund Account (All \$ Millions)

	1994	1995	1996	1997	1998	1999
Balance, Jan 1	(\$194)	\$122	\$331	\$703	\$1,076	\$1,218
Net Income	\$1,055	\$1,052	\$1,238	\$1,245	\$1,033	\$1,018
Trust Fund Interest	\$1	\$17	\$43	\$77	\$103	\$114
Net Benefits	\$777	\$860	\$909	\$949	\$994	\$1,017
Balance, Dec 31	\$122	\$331	\$703	\$1,076	\$1,218	\$1,333
Schedule	"D"	"D"	"F"*	"F"	"D"	"D"

Source: D.E.T. Quarterly Trust Fund Report, April 1995

* Legislation is currently pending to avoid an increase to Schedule "F".

Department of Employment and Training
19 Staniford Street
Boston, MA 02114

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is published for Massachusetts employers by the Communications Unit of the Department of Employment and Training. If you have any questions or comments, or would like additional copies of this newsletter, please call (617) 626-5480.

D.E.T. Information and Services

For local labor market information, please call Field Research at (617) 626-5718.


For answers to general questions regarding a wage and separation form you've received on a former employee, please call the local office listed. However, if you have specific concerns regarding your charges, please call Benefit Payment Control at (617) 626-6350.

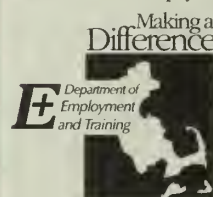
If you have a question regarding your contribution or experience rating, please call Revenue at (617) 626-5050.

If you'd like more information about how D.E.T. can help you find the qualified

workers you need, please call the Regional Office nearest you and ask for the name and telephone number of the Employer Service Representative in your area:

Greater Boston Region: (617) 626-6593
Central/Western Region: (508) 791-8561
Northeast Region: (508) 687-2067
Southeast Region: (508) 880-0054

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Report

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COLLECTION

Nov. 10 1995

Office of the Commissioner

PARTNERSHIP SIMPLIFIES FILING PROCESS FOR NEW BUSINESSES



One-Stop Shopping is a partnership joining several state, federal and municipal agencies to make registering a new business easier for employers while creating a user-friendly clearing house of information for existing companies.

Currently, newly established corporations must file with several agencies and complete forms for each. The One-Stop task force is in the process of collecting information from participating agencies that would make this procedure more efficient, including instructions on how to register in each agency, a directory of contact names and the forms required. In the near future, this resource guide will incorporate all the information a company needs. Offices now participating in the One-Stop initiative include the Secretary of State, D.E.T., the Department of Revenue, the U.S. Internal Revenue Service, the Massachusetts Office of Business Development and the Executive Office of Economic Affairs, as well as some cities and towns.

To promote efficient service to employers, D.E.T. currently has two established links with the Secretary of State's office - computer access to records and a weekly cross match of corporate registrations. Through this effort, D.E.T.'s Revenue Department is promptly notified of newly formed Massachusetts corporations, enabling them to send out pertinent agency information quickly. When businesses are contacted immediately, they can file their contribu-

tions to the Unemployment Trust Fund in a more timely manner, avoiding complications. Since new business registrations are also the basis for economic forecasts, the quicker D.E.T. collects the information, the more accurate and timely the forecasts.

Eventually, One-Stop Shopping hopes to achieve a system of single registration - achieving simplicity and accuracy of information in one location for all employers. ■

New Employer Accounts Increase by 25 Percent

The Massachusetts economy is showing far stronger vital signs today than three years ago with new employer registrations for the first quarter of 1995 reaching their highest level since 1989. This increase continues a trend begun in 1991.

Registrations of new employer accounts for 1994 climbed 25 percent over 1991 levels. Modest gains of between 5 and 6 percent per year were posted from 1991 to 1993. The most significant jump, however, was from 1993 to 1994 with the number of new employers

increasing by over 12.5 percent to 16,167. There are now 151,845 businesses registered with D.E.T.

The increase in new employer registrations translates into a growing Trust Fund balance and more jobs. Signs of an economy moving in the right direction are supported by steady increases in the state's employment figures. The sectors boasting the largest growth during the past year include business services, health services and eating and drinking establishments. ■

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QUALITY CONTROL REFLECTED IN D.E.T. SERVICES



D.E.T. FY95 PLACEMENT GOALS

This chart highlights D.E.T. results for placing applicants into jobs in Fiscal Year 1995 (July, 1994 - June, 1995). Also included is the percentage

of the placement goals achieved in each area. Placement plans are prepared by D.E.T. and the 16 Regional Employment Boards who monitor employment and training delivery and services across the state



95.6 PERCENT ACCURACY RATING FOR 1994

Massachusetts recorded a 95.6 percent accuracy rate for the payment of unemployment insurance benefits in 1994, an improvement over the 1993 proper payment rate of 94 percent. According to Nils L. Nordberg, Commissioner of the Department of Employment and Training (D.E.T.), this positive change in the Quality Control figure reflects the implementation of the state's wage reporting system.

"This improved rate indicates that D.E.T. continues its sound management in benefit payments by utilizing the Report of New Hire crossmatch system with the Department of Revenue," said Nordberg. He added that employers report to Revenue the date a new employee started work, helping D.E.T. to quickly identify those who claim benefits beyond their spell of unemployment.

Quality Control is an ongoing federally-mandated program that measures the accuracy and efficiency of unemployment insurance payment systems nationwide. On a weekly basis, D.E.T. quality control investigators examine a random sample of statewide claims for payment accuracy. In addition, a com-

MASSACHUSETTS D.E.T. PLACEMENT GOALS

Area	Applicant Intake	Placements*	Percent of Plan
Berkshire	6,891	1,627	145
Franklin/Hampshire	6,625	2,062	165
Hampden	15,534	3,466	151
So. Worcester	10,986	3,027	109
No. Worcester	8,202	1,501	117
Lowell	6,911	686	114
Lower Merrimack	8,594	1,192	102
South Essex	9,128	2,559	132
South Coastal	8,261	1,378	113
Brockton	4,669	1,252	169
Bristol	11,655	2,251	119
New Bedford	5,964	1,485	127
Cape/Islands	3,784	1,043	138
Metro South/West	15,855	1,753	219
Metro North	17,750	2,030	139
Boston	16,333	3,525	191
State	157,142	30,837	138

*Placements are defined as one applicant placed into a job listed by D.E.T.

ECONOMIC HIGHLIGHTS-2nd QUARTER-1995

mittee chaired by the Commissioner meets monthly to analyze all identified overpayments and take appropriate action.

Nearly half of the 1994 overpayments identified were attributed to incorrect reporting of earnings and pensions received by claimants while collecting unemployment benefits. ■

Targeted Jobs Tax Credit Program Terminated September 30

Despite efforts by two New York Congressmen to pass legislation, September 30 was the final close-out for the Targeted Jobs Tax Credit (TJTC) Program. This federal program, which officially expired December 31, 1994, offered businesses up to \$2,400 in tax credits to hire employees from targeted populations and retain them for at least 90 days or 120 hours.

D.E.T. continues to process applications received prior to June 30 for qualified employees who were hired through December 31, 1994. The agency has also notified TJTC consulting firms and major employers who used the program of both the June 30 cut-off date and the September 30 close-out date.

If you would like the latest information on the status of TJTC, please call 1-800-392-6209. ■

CURRENT EMPLOYMENT STATISTICS (CES-790) - SEASONALLY ADJUSTED

Preliminary Monthly Employment Estimates for August 1995

Industry	August '95	July '95	August '94	Net Change Prior Month	Net Change Prior Year
Nonagricult.	2,965,600	2,961,000	2,924,900	4,600	40,700
Construction	91,700	92,000	89,500	-300	2,200
Mfg.	449,700	451,700	450,200	-2,000	-500
Transp./Util.	127,700	126,800	127,700	900	0
Trade	681,100	681,900	674,900	-800	6,200
Wholesale	162,800	162,700	160,000	100	2,800
Retail	518,300	519,200	514,900	-900	3,400
Fin., Ins., R.E.	212,800	212,100	209,800	700	3,000
Services	1,006,700	1,002,500	981,800	4,200	24,900
Government	394,400	392,500	389,600	1,900	4,800
*High Tech.-Mfg.	160,600	160,400	166,800	200	-6,200
*High Tech.-Non-Mfg.	107,500	107,200	103,900	300	3,600

*These are D.E.T. estimates (not seasonally adjusted) that are subsets of manufacturing and services respectively.

The CES-790 series is derived from a monthly survey of approximately 10,000 Massachusetts employers. This survey produces preliminary employment estimates for the state and its major labor market areas by counting the total number of payroll jobs in nonagricultural establishments by place of work. Current estimates are based on the March 1994 Benchmark.

LATEST JOB TRENDS

■ Massachusetts added 4,600 jobs in August, continuing a pattern of solid and steady gains in 1995.

■ Services have accounted for approximately three out of five of the state's new jobs since August 1994. Health services (except hospitals) and business services added the most jobs while engineering, management and social services also showed strong yearly gains.

■ Strength in the financial segment contributed to a 3,000 job increase since January in the finance, insurance and real estate sector.

■ Even with a slight decline, manufacturing still maintained its second highest employment level of the year. Nondurable goods employment returned to June levels, while durable goods managed to remain near its 1995 high.

■ Job levels are now approximately 41,000 higher than one year ago and about 181,000 higher than the December 1991 low point. ■

SMALL BUSINESS OPPORTUNITIES



Because small businesses are credited with creating the most new jobs in Massachusetts, the Department of Employment and Training (D.E.T.) is targeting low-income populations in two areas of the state to participate in the Microenterprise Initiative. This program is being implemented with a \$250,000 federal grant, awarded to help stimulate entrepreneurship among the economically disadvantaged. Due to their struggling economies and potential for small business growth, rural western Massachusetts and Boston's inner city were chosen as sites for the pilot project.

The non-profit Western Massachusetts Enterprise Fund, made up of eight community development corporations, is helping potential small business owners in Berkshire County, the Pioneer Valley and Northern Worcester County. This organization offers curriculum that includes a 10-week course in marketing, advertising, budgeting, pricing, bookkeeping, financing and time management and five hours of one-on-one technical assistance. Training programs were held throughout the Spring and more courses are now underway.

Jewish Vocational Services is targeting participants in Boston's Roxbury neighborhood. Following an assessment course, participants enter the 12-week training program that teaches all aspects of developing a small business.

D.E.T. handles the state-level management of the Microenterprise Initiative and the MassJobs Council conducts statewide oversight. The Franklin/Hampshire and Boston Service Delivery Areas manage local tracking and reporting and the Regional Employment Boards control local oversight. Initial training results will soon be available from the two providers.

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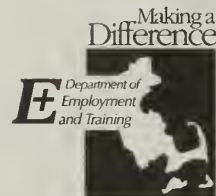
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GOVERNMENT DOCUMENTS
COLLECTION

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COMMONWEALTH'S FIRST UI TELEPHONE CLAIMS CENTER OPENS



Over the past four years, the Department of Employment and Training

(D.E.T.) has made substantial investments in innovative technology to improve services to our customers - Massachusetts employers and workers- while facing the reality of decreased funding and less staff. D.E.T.'s newest utilization of technology, intended to reduce administrative costs while improving customer service for unemployed workers, is through regional processing centers which combine the latest in phone answering systems with computer controlled call distribution. D.E.T.'s first Unemployment Insurance (UI) Telephone Claims Center took its first claim by telephone on Monday, February 5. Initially, the center is providing services to residents of Boston, Brookline, Framingham, Ashland and Natick. The new system allows customers who live in these areas to file a claim, reopen a claim, or inquire about a current claim by telephone and is ex-

pected to serve 1,000-1,100 customers per week. More than 1,100 claims were filed or reopened in the center's first two weeks of operation.

UI claimants have access to recorded information about the UI program and how to file a claim; status updates on benefit checks and certification forms; and quick transfer to telephone center staff for assistance with problems. Utilizing D.E.T.'s database of four million wage records, a claims taker will work with the claimant to complete the claim and also initiate the process of finding new employment. At the conclusion of the interview, information request forms

are generated and sent to all employers for whom the claimant worked during the past 18-month period. Center staff contact the employer to confirm the fact of and the reason for unemployment, if necessary, make first level determinations on eligibility, and resolve problems. Callers who do not live where telephone claims service is available are referred to the nearest D.E.T. office and given the address, telephone number and directions to that office.

As the pilot site went on-line, Commissioner Nils L. Nordberg said, "I feel quite strongly that re-employment is the key to both

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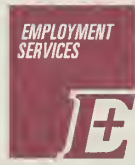
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Massachusetts' first UI Telephone Claims Center

NEW ACCESS TO D.E.T. SERVICES AND INFORMATION



D.E.T. ON THE INTERNET

During the past year, the Department of Employment and Training's Training and Employment Directory (TED) became the fifth state job bank to be accessible on the Internet. In the first three weeks, with no announcement or advertising, nearly 900 people accessed this data.

Current Employment Statistics (CES) data and other information about the labor force, employment and unemployment are now available on an electronic bulletin board which can be reached 24 hours a day. As D.E.T. continues to expand its presence on the Internet, employers can learn more about current employment-related information and services in Massachusetts from their own office desktop. By visiting D.E.T.'s Home Page, you can obtain instant access to Massachusetts labor market information, or manage your company's job offerings via the Internet.

D.E.T., in collaboration with the Massachusetts Government Network (MAGNET), has published an informative home page on the Internet for employers, job seekers or anyone interested in employment issues. The

home page explains D.E.T.'s mission and provides information about our services in four functional areas:

- ▶ Employment Services
- ▶ Unemployment Insurance Assistance
- ▶ Labor Market Information
- ▶ Special Services

Each of the four functional areas on D.E.T.'s home page contain key words or Internet "hypertext" which provides access to descriptions of customer services, lists of D.E.T. publications, the location of our Opportunity Job Centers (OJCs), the latest labor market data, and on-line data bases such as TED, which lists 12,000 job vacancies on a typical day.

Each functional area also contains on-line pointers providing hypertext links outside D.E.T.'s pages to related sites on the Internet, including the federal Bureau of Labor Statistics (BLS), US Census Bureau economic papers; and access to other job databases with Massachusetts jobs including Boston Job Bank, Interactive Employment Network, Job Web, and the Boston Globe Help Wanted. You will also find career development guides including resume and cover letter tips, job search strategies and the Massachusetts government home page.

In collaboration with D.E.T., America's Job Bank (AJB), recently ranked one of the most popular and effective of all sites on

the Internet, allows employers direct entry of job vacancies on this national site. Employers can open, suspend, extend, and close their own job vacancies. There is no charge to employers who list their job vacancies nor to job seekers. The services provided by AJB and Massachusetts' Employment Services program are funded through federal Unemployment Insurance taxes paid by employers.

Labor market information at D.E.T.'s web site provides company decision makers with an array of D.E.T. data collection programs and reports. Current Employment Statistics (CES-790) data provides monthly estimates of employment by industry for the state and the 11 major labor market areas. Other data programs include Employment and Wages by Area and Industry (ES-202), Local Area Unemployment Statistics (LAUS) and Current Population Survey (CPS).

D.E.T. is committed to the continual updating, expansion, and improvement of services and information currently provided via our home page on the Internet. Simply enter the <http://www.magnet.state.ma.us/det> address into your Internet browser and access D.E.T.'s Home Page. As you visit the site, we welcome your feedback. Please direct your comments to: det@state.ma.us. ■

ECONOMIC HIGHLIGHTS-1995

UI Claims Center-continued from p.1

economic self-sufficiency for workers and reduced cost of unemployment insurance for employers. As we become more efficient in providing eligible claimants with income replacement, both D.E.T. staff and jobless workers can put more time and energy into re-employment activities."

A second telephone claims center will make telephone filing available for residents of Hampden County this spring in Springfield, followed by centers in Lowell and New Bedford and, by July, telephone access will also be available to residents throughout Metro North.

Employers in Greater Boston may also access information, including wage information and D.E.T. locations, through the new system by calling the Telephone Claims Center Monday through Friday, from 8:30 a.m. to 4:30 p.m. at (617) 626-6900. The local number for Framingham, Ashland and Natick is (508) 628-1832. ■

CURRENT EMPLOYMENT STATISTICS (CES-790) - SEASONALLY ADJUSTED

Preliminary Monthly Employment Estimates for January 1996

Industry	Jan '96	Jan '95/Yr. Ago	Net Change Yr. Ago	% Change Yr. Ago
Nonagricult.	3,002,600	2,954,400	48,200	1.6%
Construction	90,800	88,500	2,300	2.6%
Mfg.	446,800	447,000	(200)	-0.0%
Transp./Util.	128,600	127,500	1,100	.9%
Trade	691,200	684,200	7,000	1.0%
Wholesale	167,000	163,600	3,400	2.1%
Retail	524,200	520,600	3,600	.7%
Fin., Ins., R.E.	202,600	204,600	(2,000)	-1.0%
Services	1,043,400	1,009,900	33,500	3.3%
Government	397,800	391,400	6,400	1.6%
*High Tech.-Mfg.	162,600	163,800	(1,200)	-.7%
*High Tech.-Non-Mfg.	111,200	106,000	5,200	4.9%

*These are D.E.T. estimates (not seasonally adjusted) that are subsets of manufacturing and services respectively. Source: Current Employment Statistics (CES-790) program: 1995 Benchmark

CES-790 data is derived from a monthly survey of approximately 10,000 Massachusetts employers, designed to produce preliminary employment estimates for the state and major labor market areas. Nonagricultural wage and salary employment data are by place of work.

LATEST JOB TRENDS

- ▶ Massachusetts job levels are at their highest point since May 1990 with a total of 3,002,600.
- ▶ During the last eight months of 1995 the services sector, which includes such industries as computer software, engineering and management services, health services and educational services, recorded consistent gains of at least 2,000 each month for a job growth of 26,700.
- ▶ A weakness in consumer demand has resulted in a 5,200 job decline in retail trade employment since last July.
- ▶ Construction employment has remained essentially unchanged over the last three months, with severe winter weather likely holding employment levels down.
- ▶ Massachusetts added 70,600 new jobs in 1995 (+2.4 percent) and recorded its largest annual job increase since 1987.
- ▶ Over the three-year period 1992-1995 Massachusetts posted a 179,300 job gain, with services accounting for about two out of every three jobs. ■

PROGRAM FOCUSES ON LONG-TERM UNEMPLOYED



A federally-mandated program designed to save employers money and get unemployed workers back on the job more quickly was recently introduced by the Massachusetts Department of Employment and Training (D.E.T.) and the Industrial Services Program (ISP). The Worker Profiling and Re-Employment Services Program identifies workers as soon as they file for Unemployment Insurance (UI) benefits who are unlikely to return to their former job or occupation. The program's goal is to reduce expenditures from the UI Trust Fund by providing intensive employment and training services to workers permanently separated from declining or slow growth industries who are likely to exhaust their UI benefits. A list of declining industries is generated by D.E.T.'s Economic Research Department each quarter using the latest available statewide employment data.

Profiling is sponsored jointly by D.E.T. and the ISP – with funding support from the U.S. Department of Labor. The program, which began statewide January 22, provides unemployed workers with comprehensive services - including career planning and job training information. Approximately 325 claimants are selected to participate in the program each week. Since the statewide implementation of the program, over 2,500 claimants have been notified of their selection and the requirement to participate.

Participants are selected based on information provided by unemployed workers who file for benefits and by their former employers. Once selected, participation is mandatory for continued UI eligibility.

The program is expected to serve an estimated 25,000 claimants per year, or approximately 10 percent of the total claims load and 25 percent of those who would potentially exhaust their benefits. ■

Department of Employment and Training
19 Staniford Street
Boston, MA 02114

The Quarterly Report

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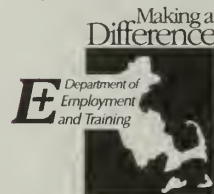
D.E.T. Information and Services

For local labor market information, please call **Field Research** at (617) 626-5718.

For answers to general questions regarding a wage and separation form you've received on a former employee, please call the **local office listed**. However, if you have specific concerns regarding your charges, please call **Benefit Payment Control** at (617) 626-6350.

If you have a question regarding your contribution or experience rating, please call the **D.E.T. Revenue Service** at (617) 626-5050.


If you'd like more information about how



D.E.T. can help you find the qualified workers you need. please call (617) 727-8660 to locate the D.E.T.

office nearest you and the telephone number of the **Employer Service Representative** in your area.

If you have a problem with any D.E.T. department or service that you have not been able to resolve, call the **Problem Resolution Unit** at (617) 626-5400.

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